

# EPA Flemish Report

Pilot

Feedback

Evaluation

# Pilot

- 2 trained visitors from two areas
- 31 practices were visited in two areas
  - September 2003 – february 2004
  - Recruitment by snowballing
  - 1 drop out
  - Result:
    - 20 practices with >1 GP
    - 18 rural practices

# Feedback and evaluation project

- Aim
  - Feedback to GPs having participated in pilot
  - Describe their appreciation of EPA
- Materials and methods
  - Development of 31 feedback reports
  - Questionnaires
  - Group meetings

# Feedback

- 31 reports with 23 tables holding 185 items
  - Format derived from WOK feedback reports
  - Selection by NB and LS, based on statistics and experience
  - Format:

	Eur	Fl	Your practice
<b>Table 9: Privacy of patients</b>			
Privacy for undressing	39%	72%	1
<b>Table 12: Basics of quality policy</b>			
Number of team meetings on QA last year	10	9	12

# Evaluation questionnaire

- 31 reprints of 23 tables with 2 questions:
  - Mark incorrect data
  - Mark improvement challenges and propose strategies

<b>Table 9:...</b>				
	Eur	Fl	Your practice	<b>Incorrect?</b>
Privacy for undressing	39%	72%	1	0
...				
<b>Challenges for improvement?</b>				

# Results questionnaires

- 16/31 questionnaires were sent back
- 11/185 items were rated incorrect by more than one practice:
  - Practice population size
  - Staff size
  - FTE of GP
  - Recall systems

# Results questionnaires

- All “incorrect” items were already revised by EPA
- Some “incorrect” items had already been adapted (improved) by the practices

# Results questionnaires

- 54/185 priority subjects/items to improve
  1. Equipment, emergency drugs, patient leaflets,..
  2. Eye openers, easy to do and challenging:  
Social event for staff, suggestion box for patients,  
complaint procedure, critical incidence register
  3. Important but difficult to organise  
Europep results on waiting times, on preventive  
services,..

# Results group meetings

- 18 GPs from 14 practices in 2 meetings
- Program:
  - GPs experiences, appreciation and questions
  - Presentation of questionnaire results
  - Graphical presentation of some EPA results
  - Our questions on future of EPA in Flemish GP

# Results of the group meetings

- Pleased with the experience, highly interested in this project, critical awareness of limits and conditions
- Need of guidelines on practice management
- Preference for graphical presentation
- Mixed prognosis for success in local peer groups
  - Ideal discussion material
  - Too threatening?
  - Financial viability?

# Conclusions

- Fluent recruitment of practices in pilot & evaluation project
- Sensitivity of Flemish GPs to patient evaluation
- Confirms and reveals weaknesses in practice organisation
- Broad range of indicators guarantees that something is in it for everyone